SHRI MADHAV RAO SCINDIA: Our intention is to maintain Air India as an international airline and not as a sectoral one. And there are many other routes also where we are making profits. It does not mean that where we are making losses, we should increase our fares and choke it up further. This will change the international nature of our airlines. (*Interruptions*).

SHRI GURUDAS DAS GUPTA: Sir, I am not against the increase of fares.

MR. CHAIRMAN: You put your question quickly.

SHRI GURUDAS DAS GUPTA: My point is, there are complaints of undercutting unofficially by Air India in different foreign countries, particularly western countries. Is it true that they are reducing unofficially prices in some of the western countries to get tourists?

MR. CHAIRMAN: Air India?

SHRI GURUDAS DAS GUPTA: Yes, Sir. There is a complaint.

MR. CHAIRMAN: By Indians?

SHRI GURUDAS DAS GUPTA: Yes, Sir.

MR. CHAIRMAN: It may be a foreign company and it may be untrue.

SHRI GURUDAS DAS GUPTA: Let the Minister deny it.

SHRI MADHAV RAO SCINDIA: I have no such information.

MR. CHAIRMAN: If you give information, he will look into it.

SHRI GURUDAS DAS GUPTA: In America, in Great Britain, they are doing it.

MR. CHAIRMAN: Question Hour is over.

WRITTEN ANSWERS TO QUESTIONS

Improvement in passenger services of airlines

*181. SHRI SURESH KALMADI: Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) whether Government have taken/propose to take any steps to improve passenger services of Air India and Indian Airlines both on the ground and in the air; and

(b) if so, what are the details thereof?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI MADHAV RAO SCINDIA): (a) and (b) A statement is laid on the Table of the House.

Statement

(a) and (b) Government have instructed both Indian Airlines and Air India to review the entire gamut of the relationship with the passengers from the time a passenger proposes to buy an air ticket till he completes his journey in order to remove the difficulties and irritants faced by him. Government have also instructed them to pay foremost attention to customer satisfaction, on-time performance and better utilisation of the fleet. The need for bringing about a major attitudinal change in the employees—that the customer is always right—has also been emphasised.

Subsidence and accidents in Raniganj Coalfields

*185. SHRI SUNIL BASU RAY: Will the Minister of COAL be pleased to state:

(a) whether Government are aware of the increasing incidents of subsidence and accidents in the coal mines of ECL in Raniganj coalfields;